

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Minh Duy Khuc

Confirmation No.: 1277

Application No.: 10/678,876

Group No.: 2616

Filed: 10/03/2003

Examiner: Phan, Tri H.

For: CALL CENTER COMMUNICATIONS SYSTEM FOR HANDLING CALLS TO A CALL  
CENTER

**Mail Stop: Amendment**  
**Commissioner for Patents**  
**P. O. Box 1450**  
**Alexandria, VA 22313-1450**

**AMENDMENT**

In response to the Office Action dated July 11, 2008, please enter the present amendment  
and consider the following remarks.